

Visitor badge printing fails in OnGuard 2008 (6.0.148)

Last Modified on 12/01/2021 12:16 pm EST

Symptom

During Visitor badge printing or Visitor Sign In with Badge printing, pressing the [OK] or [Sign In] buttons to print does not work.

This is a known issue in 6.0.148 that has a workaround outlined in this article.

Resolution

This workaround requires that the **Cardholder Permission Groups** be modified for the operator printing visitor badges.

- 1) In System Administration, navigate to **Administration > Users > Cardholder Permission Groups** and select the **Badge** sub-tab
- 2) Enable the **Choose alternate printer** option found under the **Print Badges** section.

Applies To

OnGuard 2008 (6.0.148)

Additional Information
